

## EFFECTIVE

October 1, 2013.

### Subject(s)

1. Income update.
2. Contact update.
3. Application processing.
4. Exception requests.
5. Income expense.
6. Energy services.
7. Utility services.
8. Relocation.
9. Home Ownership.
10. Burials.
11. Payments.
12. Reference Guide.

### 1) Income Update

#### ERM 100, ERM 208

Policy has been updated to reflect the updated Federal Poverty limit.

*Reason:* Annual update.

### 2) Contact Update

#### ERM 102

SER applicants have the right to request a hearing regarding any action, failure to act, or undue delay in processing by the department. Hearing requests must be in writing. Forward general complaints to the Customer Service Unit at 1.855.275.6424.

*Reason:* Contact update.

### 3) Application Processing

#### ERM 103

No additional applications are required to process the DHS 1514, Application for State Emergency Relief; the DHS 1514 is a stand-alone application.

In-person interviews are required for persons who are applying for SER services and are not active for another DHS program. The in-person interview is waived for applicants who are active for another

DHS program or have applied online through MIBridges. The Individual Interview screen must be completed.

For energy services, the DHS payment is not reduced when another agency is paying the client's current balance or arrearages, in addition to the copay, as long as the additional payment results in a zero account balance. Verify the payments and account balance with the energy provider. The example has been updated.

*Reason:* Legislative change.

#### **4) Exception Requests**

##### **ERM 104**

Copay verification date and amount verified was added to the list of required information for requesting a policy exception.

*Reason:* Policy clarification.

#### **5) Income**

##### **ERM 206**

Payments for health insurance are an allowable income expense.

*Reason:* Spelling correction.

#### **6) Energy Services**

##### **ERM 301**

For energy related emergencies, the SER crisis season runs from November 1 through May 31. Requests for those services will be denied June 1 through October 31.

When the group's heat or electric service for their current residence is in past due status, in threat of shutoff or is already shut off and must be restored, payment may be authorized to the enrolled provider.

Payment may be made on a prepayment account for natural gas or electric services when the balance remaining in the account does not exceed \$100. The SER need amount must not exceed the average billing amount for the past six months.

Payment may be made up to the available fiscal year cap for the necessary charges to deliver a 30-day supply of fuel for households that heat with deliverable fuel (fuel oil, propane or coal). Payment for deliverable fuel will not be made if the deliverable fuel tank

contains more than 25% of its heating fuel capacity. If, upon delivery, the existing supply is greater than 25 percent of the heating fuel capacity, the SER payment shall not be made.

The client must complete the DHS-1514, Application for State Emergency Relief or submit an application electronically through MIBridges, no additional application is needed.

Beginning October 1, 2013, the maximum yearly payment limits for the energy-related services are as follows:

- Natural gas, wood and all other fuel types - \$450.
- Electricity - \$450.
- All-electric household - \$450.
- Deliverable fuel (propane, fuel oil and coal) - \$850.

The only time we do not reduce the DHS payment is when another agency is paying the client's current balance (the amount NOT subject to shut off) so the client's account will have a \$0 balance. If you are unsure if the additional agency commitment results in \$0 owed on the account, please confirm the information with the energy provider.

*Reason:* Public Act 615

## 7) Utility Services

### ERM 302

Payments to residential landlords, residential management companies, billing service agencies, or collection agencies are not eligible to receive emergency service (ES) or SER funds, as they are not the actual service provider. Examples of third party billing companies are:

- Universal Utilities.
- D & B Billing Services.
- Electrical Inspection Company.

*Reason:* Policy Clarification.

## 8) Relocation

### ERM 303

Update the Living Arrangement screen in Bridges to reflect the appropriate homeless assistance program.

The following verification source was added: Obtain a statement from the rental or moving company to verify the cost of moving the household belongings.

*Reason:* Policy Clarification.

## 9) Home Ownership

### ERM 304

Approve electrical, plumbing and furnace repairs or replacements only if the contractor holds a valid license issued by the Bureau of Commercial Services at the Department of Energy, Labor and Economic Growth. Verification of a license or registration may be obtained at the following Web site:

<http://www7.dleg.state.mi.us/bcclicense/>.

*Reason:* Correct URL added.

## 10) Burials

### ERM 306

If no county official is available to apply for SER, contact Energy & Emergency Services at (517) 241-5502 to request a policy exception.

For unclaimed bodies, the county medical examiner or public administrator may apply for burial assistance.

*Reason:* Policy Clarification.

## 11) Payments

### ERM 401

Providers must register in the Contract & Payment Express (C&PE) in order to receive an SER payment. Please refer providers to the C&PE system, <http://www.michigan.gov/cpexpress>, prior to enrollment.

Examples of third party billing companies are:

- Universal Utilities.
- D & B Billing Services.
- Electrical Inspection Company.

*Reason:* Policy clarification.

**12) Reference  
Guide****ERM 402**

This item has been removed from the Emergency Relief Manuals since it was outdated and no longer being maintained.

*Reason:* Policy update.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items ...**

[ERM 100](#)  
[ERM 102](#)  
[ERM 103](#)  
[ERM 104](#)  
[ERM 206](#)  
[ERM 301](#)  
[ERM 302](#)  
[ERM 303](#)  
[ERM 304](#)  
[ERM 306](#)  
[ERM 401](#)

**Deleted Items ...**

ERM 402